



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

XO Communications Services, Inc.
for Filing Period 7/1/2010 to 9/30/2010
Tracking Number 3600

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	10.00	12.00 *	9.00	10.33 *
B. Operator Answer Time - Information Section 730.510(a)(1)	3.00	2.00	2.00	2.33
C. Repair Office Answer Time Section 730.510(b)(1)	236.00 *	95.00 *	286.00 *	205.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	79.00 *	88.00 *	148.00 *	105.00 *
E. Percent of Service Installations Section 730.540(a)	93.00 %	100.00 %	93.00 %	95.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	81.00% *	73.00% *	91.00% *	82.00% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.40	0.50	0.40	0.43
H. Percent Repeat Trouble Reports Section 730.545(c)	4.90 %	4.60 %	4.00 %	4.50 %
I. Percent of Installation Trouble Reports Section 730.545(f)	2.00 %	5.30 %	10.80 %	6.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$157.34	\$135.29	\$62.56	\$355.19
B. Number of credits issued for repairs - 24-48 hours	3	1	3	7
C. Number of credits issued for repairs - 48-72 hours	2	1	2	5
D. Number of credits issued for repairs - 72-96 hours	2	1	0	3
E. Number of credits issued for repairs - 96-120 hours	3	3	5	11
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

IL SQR Disclaimer- At this time XO is unable to provide data for Sections 730(J) and (K);732.30(a)(F) through 732.30(a)(H):732.30(b) and Section 732.30(c),but hopes to do so in the future.